REPLACEMENT SHEET
Title: METHOD, SYSTEM, AND SOFTWARE
FOR MAPPING AND DISPLAYING PROCESS
OBJECTS AT DIFFERENT LEVELS OF
ABSTRACTION
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Appl. No.: 10/724,728

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FIG. 1

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FIG. 2

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HP ServiceDash - [ServiceShopper.igx* - SSSvc.CompareRates: Impl... ☐ ☐ ☒

File   Edit   View   Insert   Format   Tools   Arrange   Model   Window   Help   ☐ ☐ ☒

Process (SS.compare Rates)   Component Interfaces

1
Compare Rates

0   0.00s

2
Get User's
Current Billing
Info.   302
Get CurrUsage

0   0.00s

3
Get Alternate
Service Provider
List (UDDI)   304
Get Alt Providers

0   0.00s

4
Get Alternate
Rate Plans   306

Get Alt Plans

0   0.00s

5
Calculate and
Compare Rates   308

Compare Rates

6
Return
Comparison Info

0   0.00s

7
Phone
Company
get Customer
Usage   312

PC get Customer Usage

0   0.00s

8
UDDI
Get Service
Providers   314

UDDI get Service Providers

0   0.00s

9
Phone
Company
get Rate Plans   316

PC get Rate Plans

Layer 1

For Help, press F1   Process

FIG. 3

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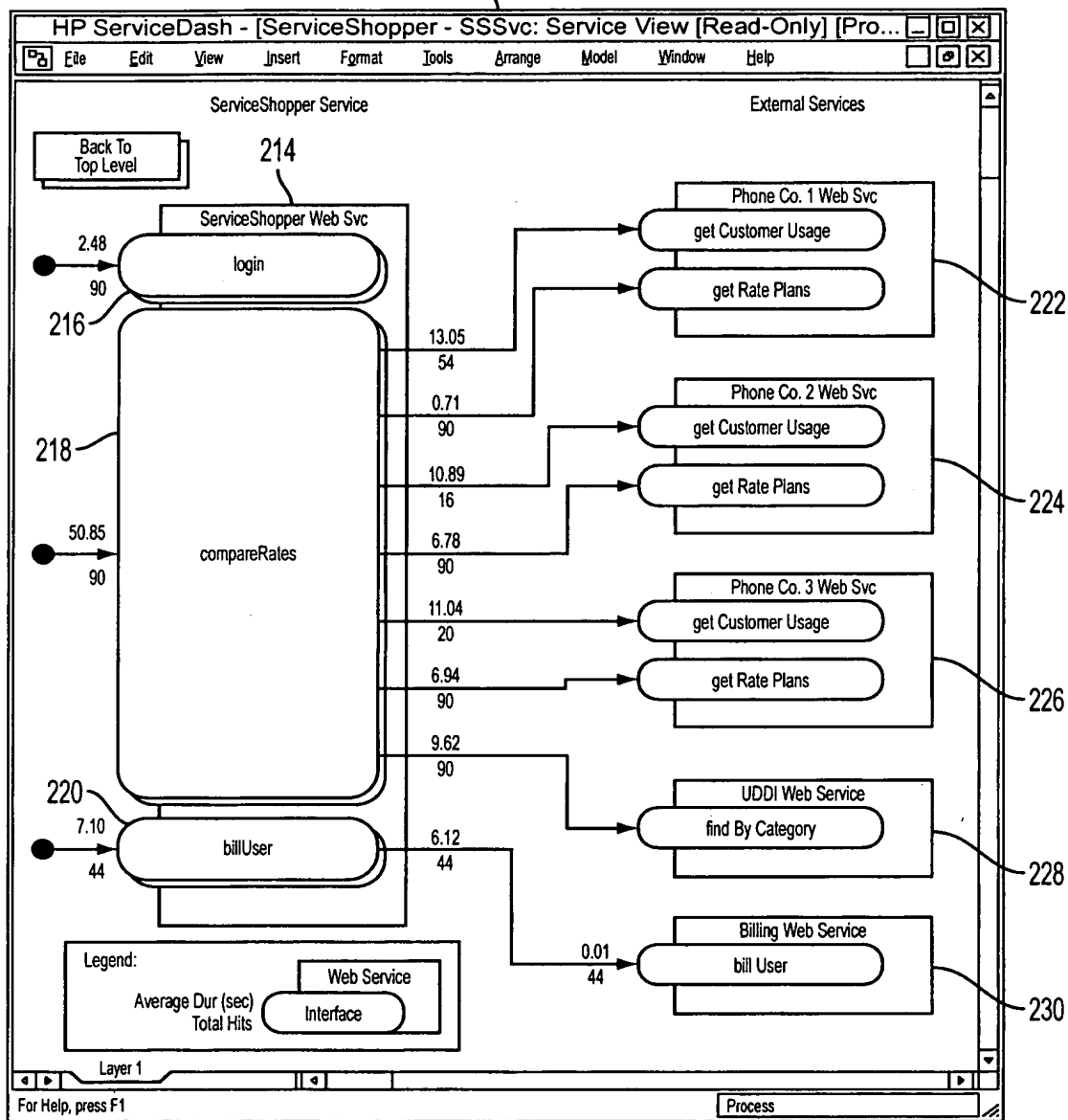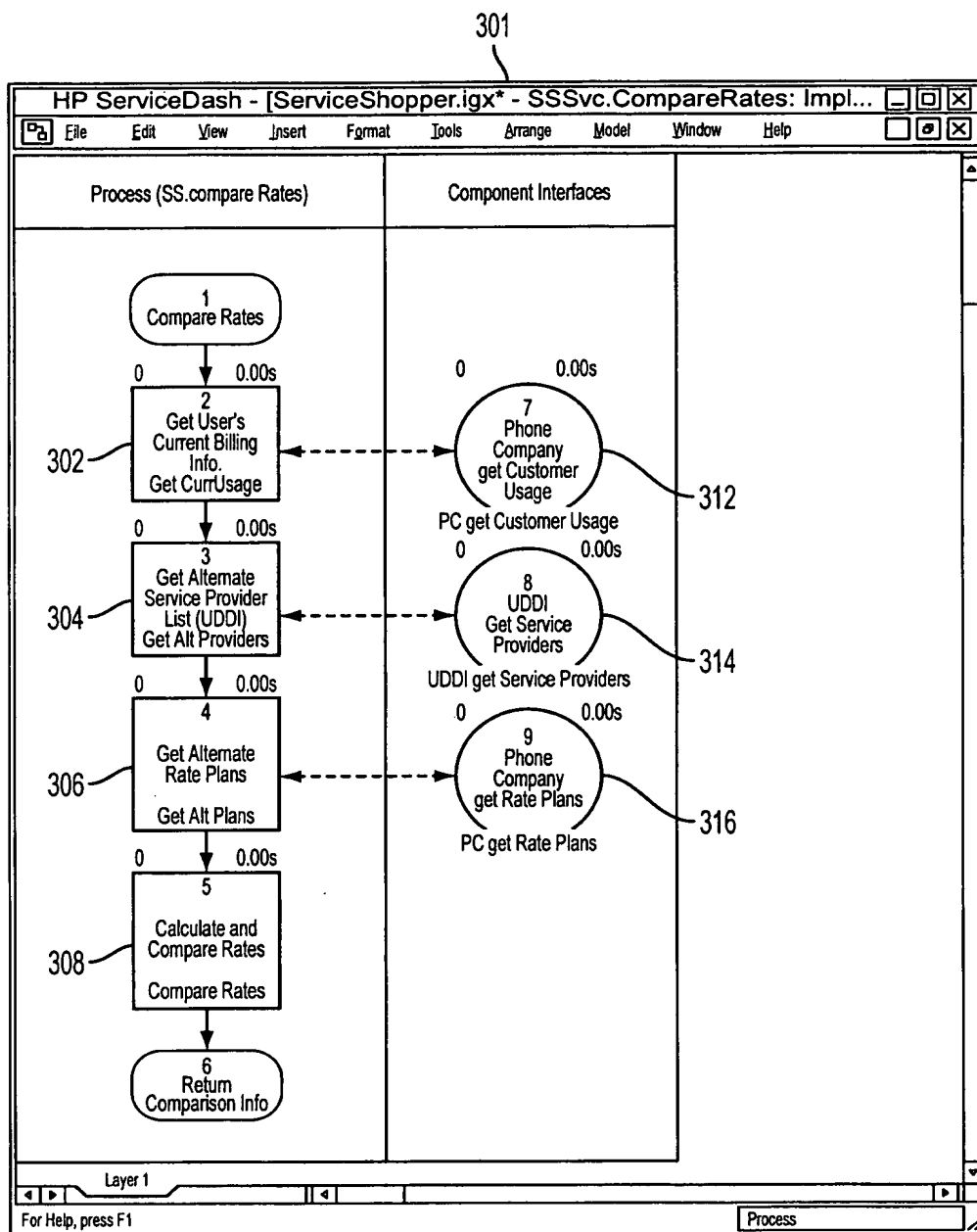
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401

Display Settings ☒

Report On

○ Single/Selected Transaction(s)
Current Transaction(s):

Select Transaction(s)...

⊙ Time Period/Filters
Current Time Period:

Sliding Range:
Display Last: 24 Hours

Configure...

Current Filters:

NOT IMPLEMENTED

Configure...

Data Refresh

○ Manual Refresh

Refresh Now

⊙ Auto Refresh
Every: 5   Seconds ▽

○ Event Driven
Event(s)

NOT IMPLEMENTED

Configure...

OK   Cancel

FIG. 4

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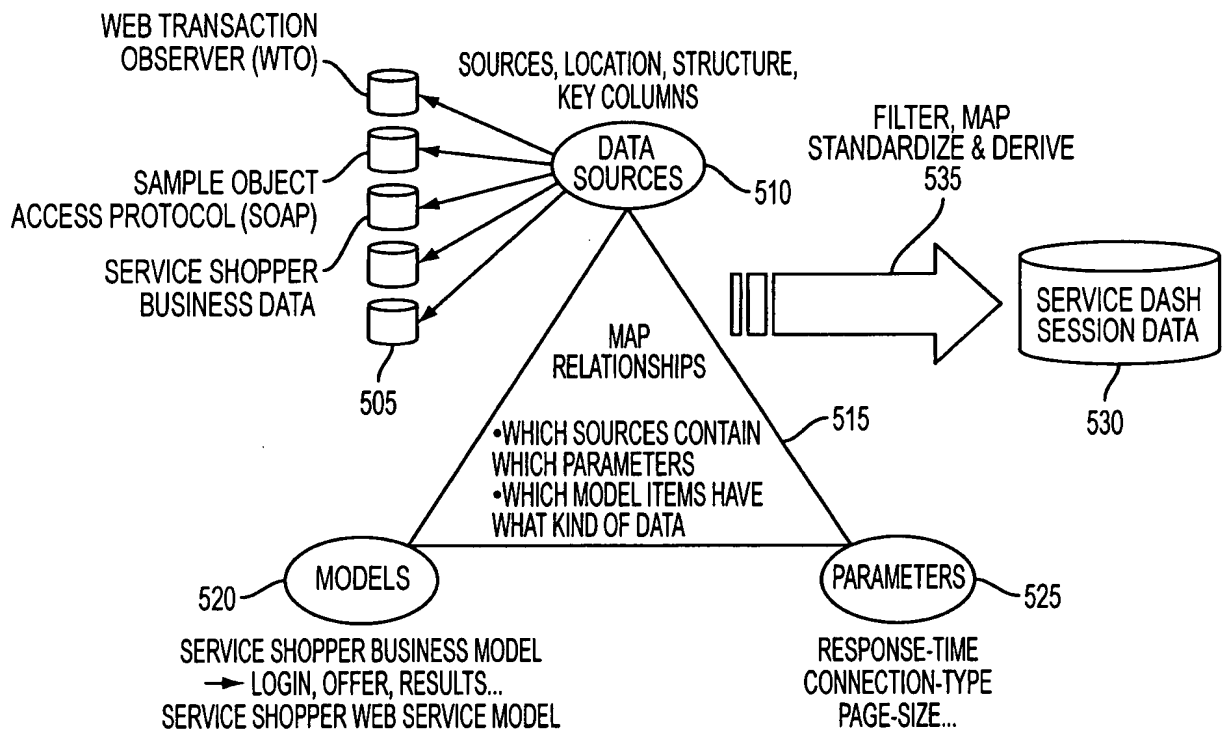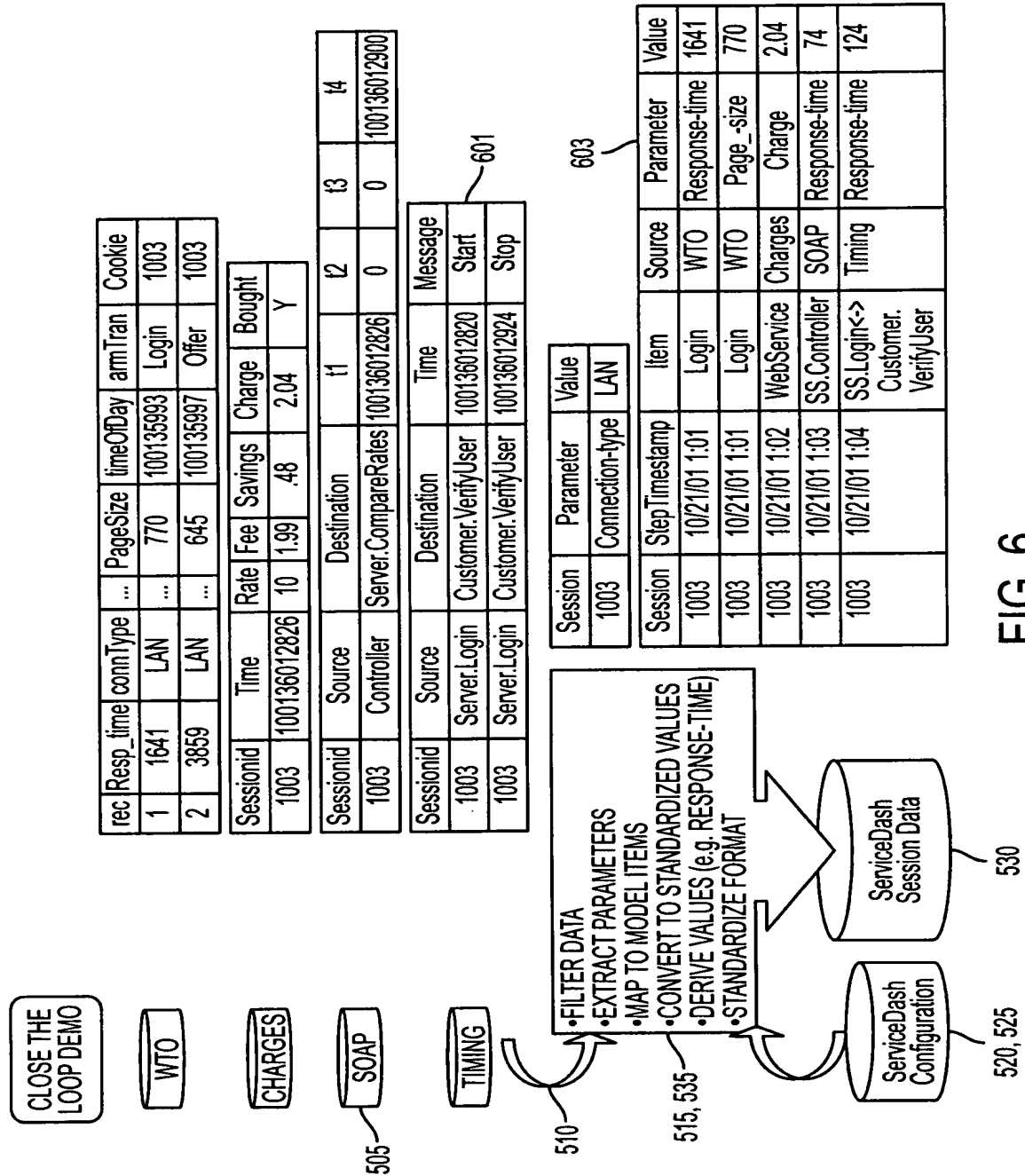
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FIG. 5

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rec	Resp_time	connType	...	PageSize	timeOfDay	armTran	Cookie
1	1641	LAN	...	770	100135993	Login	1003
2	3859	LAN	...	645	100135997	Offer	1003

Rate	Fee	Savings	Charge	Bought
10	1.99	.48	2.04	Y

Sessionid	Time
1003	100136012826

	t1	t2	t3	t4
	100136012826	0	0	100136012900

Sessionid	Source	Destination	Time
1003	Controller	Server.CompareRates	100136012826

601

Message	Time
Start	100136012820
Stop	100136012924

Sessionid	Source	Destination
1003	Server.Login	Customer.VerifyUser
1003	Server.Login	Customer.VerifyUser

Session	Parameter	Value
1003	Connection-type	LAN

603

Session	StepTimestamp	Item	Source	Parameter	Value
1003	10/21/01 1:01	Login	WTO	Response-time	1641
1003	10/21/01 1:01	Login	WTO	Page-size	770
1003	10/21/01 1:02	WebService	Charges	Charge	2.04
1003	10/21/01 1:03	SS.Controller	SOAP	Response-time	74
1003	10/21/01 1:04	SS.Login<> Customer.VerifyUser	Timing	Response-time	124

CLOSE THE LOOP DEMO

WTO

CHARGES — 505

SOAP

TIMING

510

515, 535
- FILTER DATA
- EXTRACT PARAMETERS
- MAP TO MODEL ITEMS
- CONVERT TO STANDARDIZED VALUES
- DERIVE VALUES (e.g. RESPONSE-TIME)
- STANDARDIZE FORMAT

ServiceDash Session Data — 530

ServiceDash Configuration — 520, 525

FIG. 6

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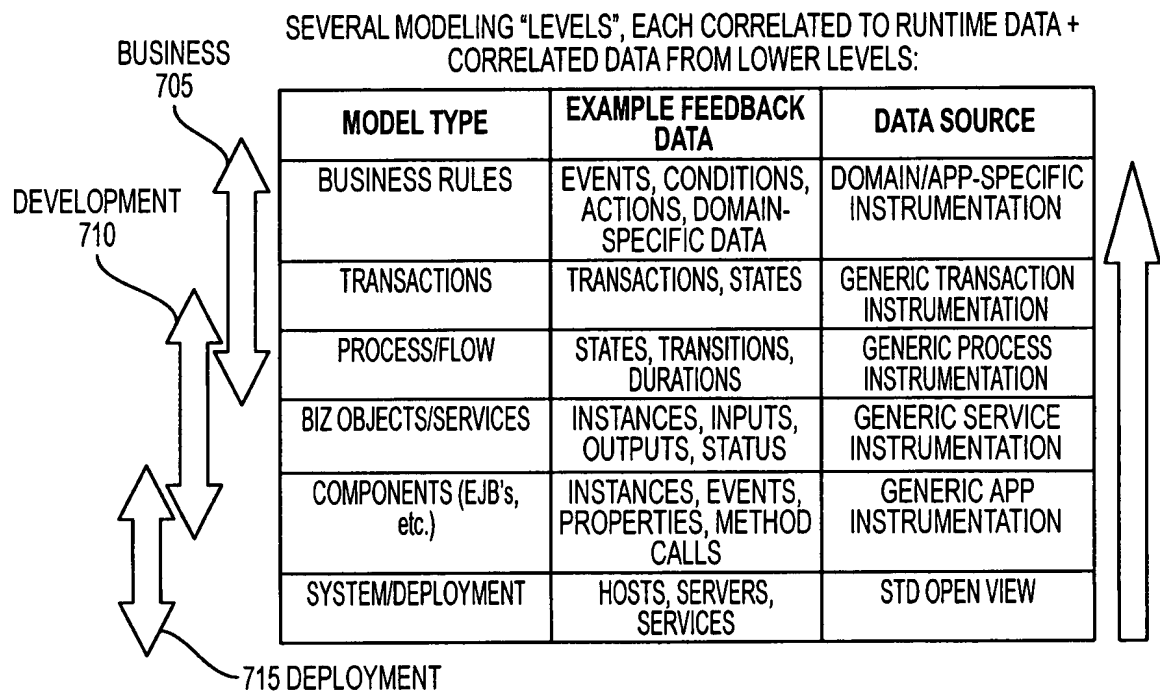Appl. No.: 10/724,728

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BUSINESS
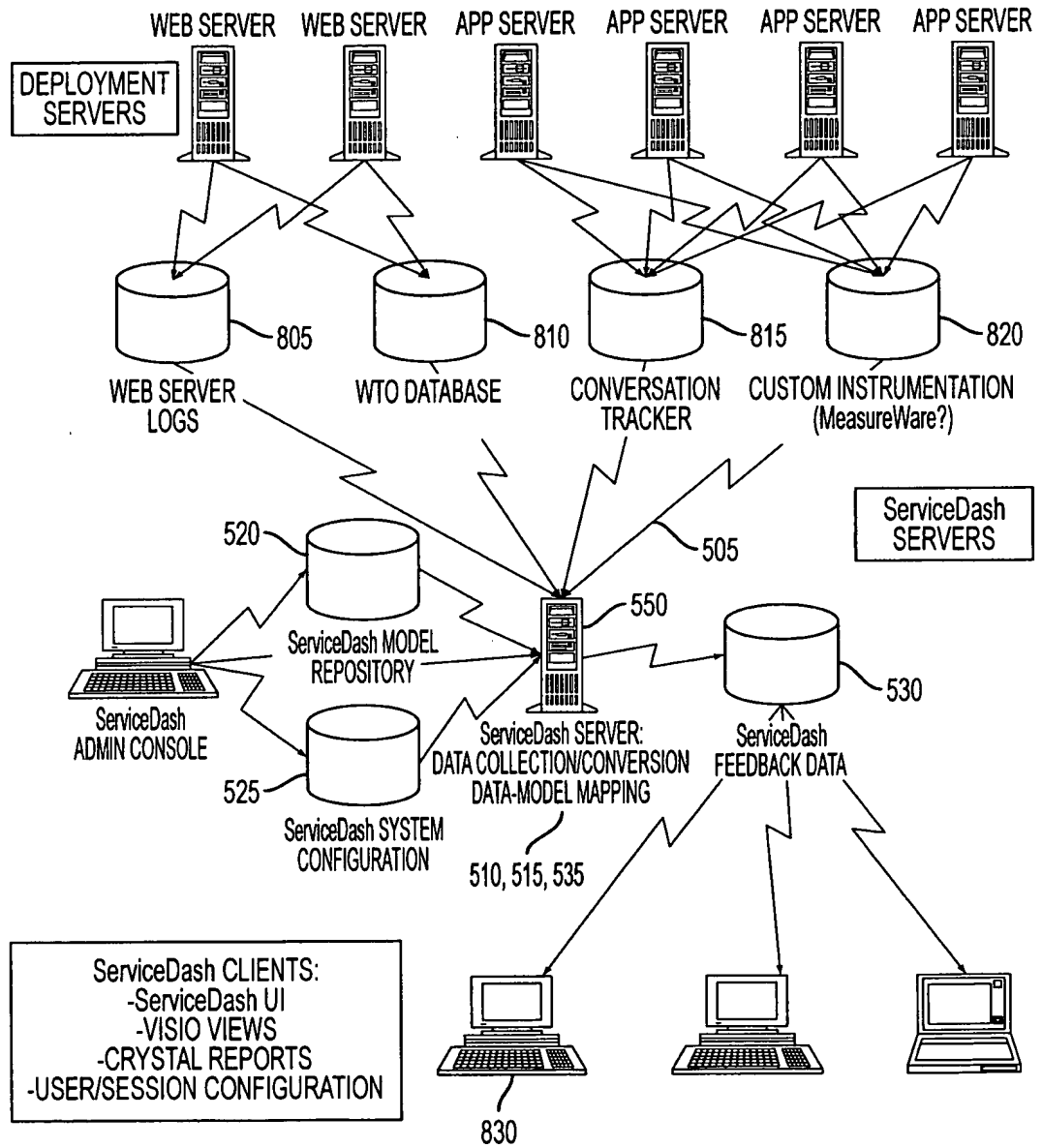705

DEVELOPMENT
710

715 DEPLOYMENT

SEVERAL MODELING "LEVELS", EACH CORRELATED TO RUNTIME DATA + CORRELATED DATA FROM LOWER LEVELS:

MODEL TYPE	EXAMPLE FEEDBACK DATA	DATA SOURCE
BUSINESS RULES	EVENTS, CONDITIONS, ACTIONS, DOMAIN-SPECIFIC DATA	DOMAIN/APP-SPECIFIC INSTRUMENTATION
TRANSACTIONS	TRANSACTIONS, STATES	GENERIC TRANSACTION INSTRUMENTATION
PROCESS/FLOW	STATES, TRANSITIONS, DURATIONS	GENERIC PROCESS INSTRUMENTATION
BIZ OBJECTS/SERVICES	INSTANCES, INPUTS, OUTPUTS, STATUS	GENERIC SERVICE INSTRUMENTATION
COMPONENTS (EJB's, etc.)	INSTANCES, EVENTS, PROPERTIES, METHOD CALLS	GENERIC APP INSTRUMENTATION
SYSTEM/DEPLOYMENT	HOSTS, SERVERS, SERVICES	STD OPEN VIEW

FIG. 7

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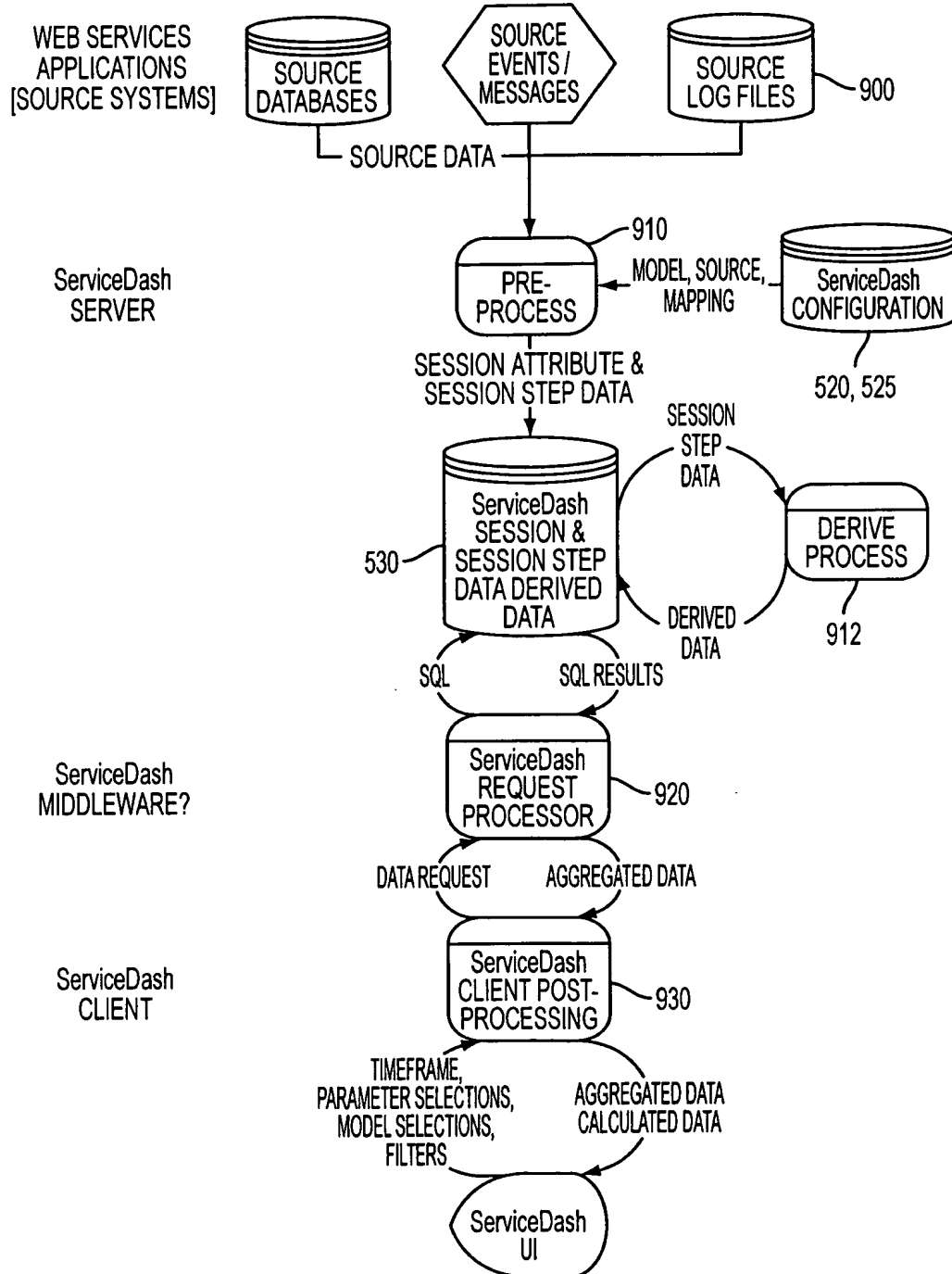Inventor(s): Terry M. MARTIN et al.
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FIG. 8

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FIG. 9